

THE UNIVERSITY OF HONG KONG
Department of Nursing Studies

COMMENTS ON THE RECOMMENDATIONS OF THE SARS EXPERT COMMITTEE AND THE HOSPITAL AUTHORITY REVIEW PANEL ON THE SARS OUTBREAK

The reports and comments put forth by all parties involved in the process were factual and useful; it starts with the impact of SARS to the different areas that include planning, administration, and surveillance, guidelines, training, and quality control. The proposed actions and suggestions were practical and useful in dealing with future deployment of staff and units.

After reviewing the available documents, the following suggestions are proposed for consideration:

SARS Expert Committee:

- The proposed Center for Health Protection (CHP) serves as the central agency with statutory power for infectious disease control as well as other aspects of health protection. This is an important view since the present health resources are largely focused in hospital services. In the report, many of the recommendations heavily rely on community effort as well as collaboration with service providers outside the public medical & health care system.

在建議中提及的衛生防護中心的主要工作是有效地推行傳染病控制及預防。由於現在大部份的醫療資源都是集中於醫院的服務。而在報告中，多項的建議都提及到公共衛生及控制計劃，同時也涵蓋了各界有關醫務和衛生的聯繫，這是一項重大的突破。

- Pt. 6:
 - o Adequacy of statutory power of CHP and sufficient funding may be an important consideration to ensure the smooth running of the suggested activities.
- 我們認為足夠的權力範圍和資源分配是推動衛生防護中心建議活動的重要因素。

HA Review Panel on SARS outbreak:

R5

- 6) Raise the level of awareness and training of those practicing outside the main stream of medical practice, such as those practicing in the alternative medicine arena.

R17

- Training can be provided to all categories or levels of medical and health professional in both public and private sectors, including nurses working in the academic arena.

R18

- It is great that HA is in the process of developing a communication strategy that focuses on clarity, simplicity, and being proactively educational. In the community aspect this is necessary when applied to mass media interventions. For individual staff interaction with clients going through crisis such as SARS, depression, and confronting and dealing with the dying process, effective communication and counseling skills are crucial to client relationship and support. Proper training and re-education ought to be provided to the staff.

R22

- Although the HA agreed to work with other agencies closely to educate the community, no concrete plan was given to state how to achieve this. The HA should work with DH closely so that education to the community can be implemented more effectively without duplicating the services.

雖然醫院管理局同意與其他機構就社區教育作緊密合作，可是我們未有見到一套實質的計劃。希望醫院管理局能與衛生署作出有效的協調，以減少工作重疊的情況。

- Out reach team can actively participate in the provision of education to the community and work closely with other agencies.

外展小組可積極參與教育社區的工作，同時可以與不同機構有緊密的聯繫。

R30

- Given the fact that a new case has been identified, it is about time to put ideas into action and initiate training within a short period of time. Setting an upcoming training timeline and put forth the action can have the SARS prepared workers deployed more effectively during crisis.

R37

- Mandatory requirement of private hospitals to have properly trained and educated infectious control nurses are necessary to ensure community wide health protection and disease prevention
- The same infectious control training should be applied to all hospital managers and administrators to ensure quality control in the process.

1.27, 2.21, 2.43

- There were indications that the daily communication system may also need improvement. Through the use of electronic communication, e.g. email, more cost- and time-effective communication can be achieved. This may compliment 'hand delivered' (1.27) communication.

報告提及有關每日發放消息的系統需作出改善。透過使用電子方式：如電子郵件，便可達到成本及時間效益。這亦可取代以‘書寫傳達’ (1.27) 的溝通方法。

2.1.1

- Providing continuous support to the SARS recovered patients and staff was appropriate. Staff also needs to be trained in suicide risk assessment, depression inventory,

psychological profile, bereavement counseling, and effective psychological support in order to ensure well being for all parties involved in the process. Therefore, proper training should be provided on a regular basis to health care professionals.

2.1.2

- Design timeline and actions to develop the infectious disease block as soon as possible.

2.4.1

- Cross coverage should be based on contract and staff agreements to prevent possibility of poor staff moral and job dissatisfaction, and increase in absenteeism. Cross coverage also needs to take into consideration of staff specialties and preparation for the assignments.

2.41 2.42

- HA needs to consider if movement of staff from one hospital to another is effective or not. Consultation to staff who had such experience would be worthwhile for manpower planning for the next outbreak.
醫院管理局需考慮將員工定期分配在不同的醫院內工作的有效性。向有關的員工進行諮詢會有助對人力計劃上作好準備。

2.51 2.52

- Little has been mentioned to improve on psychological support to staff (1.27 2.51). Self help group can be formed to provide emotional support and care among staff to promote well-being.
報告甚少提及如何改善對員工心理上的支持 (1.27 2.51)。建議員工可組成自我幫助小組來提供情感上的支持，及提升他們健康的狀況。

2.5, 1.2.7

- The effective ways to control disease spread are immediate alert via all channels of communication, education of the public and involved parties, and active vigilance and containment of the sources. Improving certain conditions might not be as effective as taking immediate and effective actions to contain the disease.

2.6.1.

- Current financial constraints and staffing problems were stated, however no actual strategies were proposed. Setting policies to hire well qualified temporary hires could be consider as one way of solving the crisis without adding budgetary burden to the system in a long run.
- Attention needs to be drawn that it was not only the management and support that had been downsized. The substantial reduction in the number of nurses has greatly affected the care delivery to clients. Therefore it is important to consider employment of nurse and to secure senior experience nurses.
要注意的是裁員不止於管理及支援層面上，大幅度裁減護理人員已影響對病人的服務。因此需要在護理人員(尤其是有經驗的護士)招聘上作出考慮。

4.41

- It is assumed that the staff are rotated once to gain some working experience in ICU without formal theoretical input. If this is so, a regular rotation to ICU setting may be necessary to refresh what has been learnt.

如工作人員在被調往深切治療病房裏吸取經驗時未有報讀課程，那調動必須是定期的，令他們在病房裏獲得的經驗更能鞏固。

4.4.1

- A regular update and refreshment of skills in all involved parties are necessary in order ensure quality of practice.

In conclusion, the report was quite extensive in analysis, further detail action plans are necessary in order to put ideas into action. H.A. ought to consider beefing up community/public health and school health education and trainings community wide. More rigorous guideline/policies need to be developed or revised as soon as possible to ensure safe practice of the medical and health care personnel, including those working in the laboratory settings.

In addition, the report did not state any strategies for disease prevention and control for outreach team such as CGAT and Community Nursing. A protocol should be developed for how to deal with the clients in the community and how to carry out precautionary measures in the provision of outreach services.

報告未有說明用何種策略用於社康工作如老人社康和社康護理上可對疾病預防及控制，社康工作服務需有詳細的指引以致預防疾病的效果。